

LIGHT READING

c u s t o m e r n e w s l e t t e r



Jul/Aug 2008

Join the *Climate Action Now* Team

Here are some ways that you can reduce your carbon footprint and reduce energy use at the same time!

- During July and August, receive three free ENERGY STAR® compact fluorescent light bulbs (CFLs), an efficient showerhead and faucet aerator while paying your utility bills at City Light or Neighborhood Service Centers. When installed, these efficient items will lower your bills and reduce your carbon footprint. For payment locations, call **(206) 684-3800**. This complimentary offer is sponsored by City Light, Seattle Public Utilities, Seattle Climate Action Now and the Department of Neighborhoods.

- Purchase ENERGY STAR® CFLs at *discounted prices as part of the Twist & Save program*. For a list of participating retailers, visit **www.seattle.gov/twistandsave**.

CFLs use 75 percent less energy than regular incandescent bulbs and last six to 10 times longer. Using CFLs reduces the overall amount of mercury and greenhouse gases released into the environment from coal-burning power plants.

- Recycle your used CFLs. It's illegal to throw them into the trash because they contain trace amounts of mercury. For your convenience, all Home Depot stores now recycle used CFLs for free.

You also can bring used CFLs (no tubes, please) to collection stations located in City Light service center lobbies.

Collection hours: Monday through Friday, 8 a.m. to 5 p.m.

Lobby addresses and phone numbers:

North Service Center (206) 615-0600

1300 N. 97th Street, Seattle

South Service Center (206) 386-4200

3613 4th Ave. South, Seattle

Seattle Climate Action



SeattleCAN.org

Twist & Save!



Featured tours

- Reduce your personal carbon emissions by taking a vacation close to home. Treat family and friends to a Skagit Tour. Tours operate on select dates through September. Learn more at **www.SkagitTours.com** or call **(206) 684-3030**.
- Learn how folks are using solar energy. Take Washington's Solar Tour on Saturday, October 4, 2008, 10 a.m. to 4 p.m. Participants visit solar installations where docents are available to answer questions. For more information call **(206) 684-3800**, visit **www.solarwashington.org/tour**, or email **info@solarwashington.org**.

Avoid con artists

Once again, some of our customers have been hit with scams from people trying to get credit card information. The con artists pose as City Light employees calling customers to say that a check hasn't been signed or a bill hasn't been paid. **Don't give out credit information!**

City Light does not call customers to ask for credit card information over the phone. If you receive such a call, take down the caller's name and telephone number. Call **(206) 684-3000** and let us know. You also can call the police at **(206) 625-5011** to report a scam.



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Seattle WA 98124-4023

This newsletter is available in alternate formats upon request. Translated newsletter information is available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call **(206) 684-3000**.
www.seattle.gov/light

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Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.

Your energy future



You're invited to come talk to us about City Light's alternative energy choices and ways to plan for the next 20 years of our energy future. Please email questions and comments to dave.clement@seattle.gov.

The meetings will be held: Thursday, July 10, 2008 at 7 p.m.
Magnuson Park, Building 30
7110 62nd Ave. NE, Seattle

Tuesday, July 15, 2008 at 7 p.m.
Rainier Community Center
4600 38th Ave. S, Seattle

We need your help!

Thank you for supporting Project Share. So far this year, your donations have assisted 530 customers faced with financial emergencies and difficulty paying their electric bills. Unfortunately, the need exceeds the funds we have available.

Now would be a great time to add a Project Share donation to your bill payment. None of the money raised is used to pay administrative costs. All contributions directly benefit qualified customers. Your donations are tax deductible.

You can make a contribution using the coupon below or donate online at www.seattle.gov/light/help/share/.

Mail coupon below to: City of Seattle, Treasury Services, PO Box 34017, Seattle, WA 98124-1017

Project Share donation *Warm hearts, warm homes*

☐ I already contribute to Project Share, and would like to increase my donation by \$_____ for a total of \$_____ per bill.*

☐ I am a new Project Share contributor.

I authorize Seattle City Light to add \$_____ to each of my electric bills, for the Project Share account for at least one year (6 bills per year).*

OR

Enclosed is a check payable to Project Share in the amount of \$_____, a one-time contribution.

I understand that these voluntary contributions will be placed in a separate Project Share account. These funds will be used only for emergencies to assist income-eligible customers pay their electricity bills.

Name _____		Day Phone Number (include area code) _____	
Service Address _____		City _____	State _____ Zip Code _____
1 - _____			
City Light Account Number _____		Signature _____	Date _____

***Note: Please renew your pledge if your service address changes. Call (206) 684-3000 if you wish to change your donation status after one year.**

Changes to online bill payment

We recently switched to a new secure system for making Seattle utilities electronic payments. The look and feel of the payment screen is different but the payment procedures work in the same way. Customers can still pay with VISA or MasterCard credit and debit cards, and with e-checks. **Exciting online billing features are coming.** By early 2009, you will be able to review your billing and payment histories online and to opt out of receiving paper statements. Questions? Call **(206) 684-3000** or email **respond.scl@seattle.gov**.

To make online payments go to **www.seattle.gov/light/accounts/onlinepayment.asp**.



LIGHT READING SURVEY

Dear Customer,

With every bill, you receive City Light's newsletter, *Light Reading*. Now is your chance to give us some feedback about it. Please take a moment to fill out the brief survey below and send it back to us, or you can take the survey online at **www.seattle.gov/light/publications/lightreading/**.

Thank you for taking the time.

1. How often do you read the *Light Reading* newsletters and fliers received with your electric bills?

☐ Never ☐ Once in a while ☐ Most of the time ☐ All of the time

2. What topics do you like to read about in *Light Reading*?

- ☐ Energy conservation
- ☐ Renewable energy/environmental stewardship
- ☐ Rates
- ☐ Account and billing information
- ☐ Safety
- ☐ Outages/emergency preparedness
- ☐ Other: _____

3. What articles would you like for us to include? _____

4. Tell us how well *Light Reading* meets your needs on the following:

	Poor	1	2	3	4	Excellent
Useful information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graphic design	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easy to read	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timely information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Please share any suggestions you have for improving *Light Reading*. _____

6. What other ways are useful for getting information about *Seattle City Light*? (Please check all that apply.)

<input type="checkbox"/> City Light web site	<input type="checkbox"/> Daily newspaper
<input type="checkbox"/> Television	<input type="checkbox"/> Radio
<input type="checkbox"/> Community newspaper	<input type="checkbox"/> Friends & neighbors
<input type="checkbox"/> Community centers	<input type="checkbox"/> Libraries
<input type="checkbox"/> Other (please identify) _____	

7. Did you know that *Light Reading* is translated into other languages and that you can request interpreter service when you call City Light?

☐ Yes ☐ No

8. Would you like to receive *Light Reading* electronically?

☐ Yes ☐ No

An online version of *Light Reading* is available at www.seattle.gov/light/publications/lightreading/. (Note: You can subscribe to *Light Reading* and have it sent to you automatically.)

9. Optional demographic information:

☐ Male ☐ Female

Age range: ☐ 18 to 29 ☐ 30 to 49 ☐ 50 to 60 ☐ over 60

Your zip code: _____

Fold along dotted line with Business Reply Mail showing on the outside. Tape (no staples) bottom edges together, and mail. No postage necessary.



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